

Nomination Form

Nomination Statement(Mandatory): I believe the nominee should be Federal Library Technician of the Year for Fiscal Year 2015 because (50 words or less) Paul Darr exemplifies everything one could want in a library technician. His knowledge, expertise, and efficiency are a major contribution to the library functioning as a well-oiled machine despite manning shortages. His excellent work has contributed to the success of many students. No technician is more deserving of this award.

Signature: Patricia Arnold

Date: 11 Dec 15

MANAGEMENT APPROVAL - Immediate Supervisor:

Name: Patricia Arnold

Title: Librarian

Organization: Defense Language Institute English Language Center

Statement of approval: I approve this nomination for Federal Library Technician of the Year for Fiscal Year 2015.

Comment: Paul is a perfectionist in all he does, ever striving to improve himself. His enthusiasm for his work is boundless. His love of the library field and desire to spread English literacy is always evident.

Signature: Patricia Arnold

Date: 11 Dec 15

MANAGEMENT APPROVAL – Second Level Manager:

Name: Frank Lawrence

Title: Chief, Academic Support Flight

Organization: Defense Language Institute English Language Center

Statement of approval: I approve this nomination for Federal Library Technician of the Year for Fiscal Year 2015.

Signature: Frank Lawrence

Date: 11 Dec 15

Nomination Form

FEDLINK Library Technician of the Year Award

INSTRUCTIONS: Please save a copy of this Nomination Form, complete the form in Word, print a copy and get signatures on (current) page 2*, and email with the Selection Criteria Statements and Supporting Materials to fliccfpe@loc.gov . All Nominations must be faxed or emailed no later than Friday, January 8, 2016. If you do not receive confirmation within one week, please contact Lizzie Daniels by phone at 202-707-4813. (*Completed form will probably be longer than 2 pages.)

Use the exemplars at http://www.loc.gov/flicc/Awards/previous_year_exemplars.html as a guide in completing the application packet and writing the Selection Criteria Statements.

Please complete the boxes below. They will expand as you type.

NOMINEE:

Name: Paul Darr
Title: Library Technician
Agency: Air Force

Library/Information Center Address: DLIELC Library, 2230 Andrews Avenue
City: Lackland AFB State: TX Zip: 78236

Phone: 210-671-7551
Fax: 210-671-1014
Email: paul.darr@us.af.mil

Additional Comments or Explanations: _____

NOMINATOR:

Name: Patricia Arnold
Title: Librarian
Organization: Defense Language Institute English Language Center
Address: 2230 Andrews Avenue
City: Lackland AFB State: TX Zip: 78236
Phone: 210-671-7474
Fax: 210-671-1014
Email: patricia.arnold.3@us.af.mil

Commitment to Service Excellence in Support of the Library Mission

The Defense Language Institute English Language Center (DLIELC) mission is to acculturate and train international personnel to communicate in English and to instruct English Language programs in their country, train United States military personnel in English as a second language (ESL), and deploy English Language Training programs around the world in support of DOD Security Cooperation efforts. Students from over 110 security cooperation countries attend the DLIELC School. They come to the school with varying levels of English abilities. Many of these students are scheduled to attend follow-on training at various military installations. United States military personnel attending the DLIELC go on to US Army Basic Training. The DLIELC Library supports this mission by providing supplemental learning materials from highly reputable commercial ESL publishers. The library also provides other materials to support students, faculty and staff for their informational and professional development needs.

Students often come to the library with little English speaking ability. Many of them are unfamiliar with libraries, as they come from countries that do not have the financial resources to provide library services. Each student receives one-on-one assistance from the library staff to ensure their needs are met.

As one of two library technicians on staff, Mr. Paul Darr is often operating at a rapid pace serving over 3,200 students and a faculty and staff of over 600, scheduling reserve time in the library, checking material in and out, shelving material, and most importantly, giving assistance to every customer in need. He continually demonstrates a thorough knowledge of the collection and is well equipped to make suggestions to any student unsure of what material will help them in their English acquisition endeavors. This assistance has contributed greatly to the library's book circulation rollover of 2.9 per annum. The Air Force optimum goal is a book circulation rollover of 2 per annum, rarely met by libraries. His easy going manner puts students at ease when struggling to communicate in a language they are in the process of learning. He constantly develops ways to streamline our circulation desk procedures to ensure timely customer service in spite of two vacant technician positions. He also makes note of popular books, informing the director when more copies of titles are needed to meet a growing demand.

A large number of our students are from Middle Eastern countries. Paul, a U.S. Army Reservist, has deployed to several Middle Eastern locations. His understanding of Middle Eastern culture is a great asset when dealing with students. Students are quite happy when he tells them he has lived in their country.

Paul has received numerous accolades on student exit surveys. He has also received a number of departmental awards for his excellent service. If one U. S Army student follows Paul's advice, his life will have been changed forever. Paul discovered a student that was a registered nurse when recruited by the Army, but was placed in a transportation field instead of a medical one. Paul rendered specific advice and information about returning to the recruiting office to be placed in a medical specialty and also advised him of Officer Candidate School possibilities.

Exceptional technical competency demonstrated during Fiscal Year 2014 in one of the following public services, technical services, information technology, or other library/information service areas.

Paul excels in the information technology arena. He knows how to develop websites, and troubleshoot and rebuild computers. When needed equipment was received to conduct an automated inventory, Paul seamlessly set it up and instructed staff on its use. It has realized a decrease in the labor previously required to conduct inventory and also result in an overall time savings. In addition, he helps students and faculty with a myriad of tablet and pc issues, enabling them to make full use of the many e-resources offered by the Air Force Library Program. He can easily navigate students and instructors through any of our e-resources. His informative handouts are customized to showcase the Air Force e-resources useful to our customers. He also helps instructors with the use of smart boards in our library classrooms, enhancing their instruction capability.

Expert troubleshooting of our automated library system has endeared him to the more technology challenged staff of another technician and the library director. He can readily explain the problem in language understood by the vendor's IT department. He has been able to solve many problems with our 10 online catalog stations during times of peak usage. He has proven to have such an array of knowledge that our own Information Technology Department has given him administrator privileges in one of our computer systems. This has enabled us to get many issues solved quickly instead of waiting for an undermanned IT department to resolve problems. In addition this has resulted in countless man-hour savings for that section.

His world-wide-web search capabilities parallel that of a seasoned reference librarian. If it exists, he can find it. This coupled with his knowledge of and experience with library resources has been invaluable in providing new and additional resources for our unique customer base. He has directly contributed to an increase in language acquisition resources available to students and thereby indirectly contributed to the overall success of students and the Security Cooperation mission.

He is a master at giving impromptu library briefings to new faculty and staff. He conducts weekly familiarization briefings for classes of new students in order to better prepare them for the challenge of learning English.

Paul's love of books has led him to excel in book repair. He practices the lost art by rebuilding the spines of some of our out of print, much loved books. This uncommon ability has ensured the presence of resources that would otherwise be unusable.

He has ensured the inter-library loan program for our library fills the needs of our customers. Diligent tracking of borrowed resources guarantees loans are returned on-time. This program is a boon to the professional development of DLIELC's highly skilled instructional staff and faculty that conducts a program unique to the DOD.

Flexibility-open to change, adapting work methods to changing conditions and dealing effectively with ambiguity.

With DLIELC's weekly graduations and new student orientations coupled with a student load that has been increasing over the last 5 years, flexibility is an essential key to accomplishing the organization's overall mission. With students from between 60 to 100 different countries on campus at any given week, staff and faculty must adapt to cultural nuances and remain politically sensitive while carrying out the organization's mission.

One of the best examples of Paul's flexibility is with our weekly book club which is set up and led by instructors after classes in the library. In one instance, the students showed up one week, but the volunteer instructor did not. Not wanting the students to be discouraged, Paul quickly skimmed a synopsis of the book and led a discussion about subjects that pertained to the book. He "took charge" and ensured the students were able to practice their reading skills while conducting checks of their comprehension. This action directly contributed to student success.

We suffer the government building dilemma of often being delivered heat when we need air conditioning and air conditioning when we need heat. Paul is quick to set up fans and open or close doors and windows when needed. He is cognizant of the need to maintain a good learning environment and works to ensure the needs of students and instructors are met.

Students sometimes forget or do not understand that they must check out library material. I am amazed at how deftly and quickly Paul sprints across the library when our security alarm sounds, searching out the student before he or she gets away from us. He remains politically sensitive to the situation and guides the student(s) to an understanding of the requirement to properly borrow resources.

Our school has a curriculum division, tasked with designing all course material used at DLIELC and, in many cases, used throughout the world. Paul has willingly taken on their job of physically producing a finished product in two areas related to library use and library resources. His effort is keeping our small part of the curriculum offerings up to date.

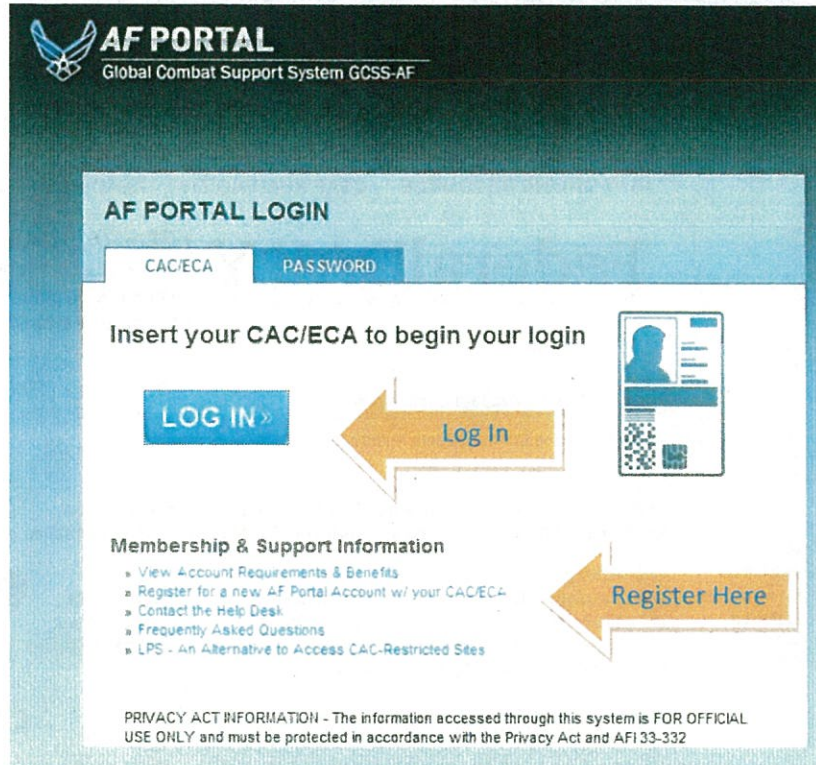
Government cleaning contracts have been reduced due to budget cuts. Paul has his own cleaning system alternating different types of cleaners to keep library tables and shelves clean and germ free.

In unavoidable circumstances, Paul has manned the library solely by himself for the entire day, still offering quality service. He regularly solely mans the library for the last hour each day.

He steps out of his technician role to serve the organization in any way possible. He has taken a CPR course, and most notably, volunteered to be a facilitator in an Air Force mandated class on sexual assault prevention. He was given a basic outline that had a target military audience. He reworked the outline to make it more civilian-friendly. Most of the staff at DLIELC is civilian. He has been asked to lead make-up classes.

How to: Create a Safari account

1. Process must be completed using a computer with Common Access Card (CAC) and work email access.
2. In your Internet Browser go to the Air Force Portal at: <https://www.my.af.mil>



3. If you have not registered on the AF Portal, you will need to do so at this time. To Register select **Register for a new AF Portal Account w/ your CAC/ECA** and follow the directions on the page.
4. After registering or if you have already registered log in by: Clicking **Log In**. Followed by selecting your certificate and entering your PIN.

5. Next click **Library** from the site navigation.



The screenshot shows the AF Portal website. At the top, there is a navigation bar with links: HOME, PERSONAL SPACE, AIR FORCE, BASES ORGS FUNCTIONAL AREAS, etc., LIFE & CAREER, and LIBRARY. An orange arrow points to the LIBRARY link. Below the navigation bar, the LIBRARY section is displayed. On the left, there is a sidebar with a list of links: News Services, Databases and Online Resources, Policies & Procedures, Libraries, Publications, Knowledge Areas, Reference Center, and Contact Us. The main content area features a 'Featured Items' section with a large banner for 'FederalDAILY' (FEDERAL DAILY) and a section for 'EBooks and Downloadable Audiobooks' which lists four services: MyiLibrary, OneClickdigital, OverDrive Digital Media, and Safari Books Online. An orange arrow points to the 'Safari Books Online' link.

AF PORTAL
Global Combat Support System GCSS-AF

HOME PERSONAL SPACE AIR FORCE BASES ORGS FUNCTIONAL AREAS, etc. LIFE & CAREER **LIBRARY**

LIBRARY

Library

News Services »
Databases and Online Resources »
Policies & Procedures
Libraries »
Publications »
Knowledge Areas
Reference Center »
Contact Us +

(1) Library Contact Us

Don't see what you need?
If you don't see what you need or have suggestions please tell us -- with your feedback please include the URL and where you think it should go. Thank you -- **Library Content Manager** . POCs
Melinda Mosley@us.af.mil, DSN 969-7182,
Kristen Campbell@us.af.mil, DSN 969-7180,
Debbie Meyers@us.af.mil, DSN 969-7179 and
Marjorie Buchanan@us.af.mil, DSN 969-7286.

Featured Items

NEW ONLINE RESOURCE **CSAF READING LIST - READ NOW** **OFFICE MISSION STATEMENTS**

FederalDAILY

News and Resources for Federal and Postal Employees

FEDERAL DAILY
The AF Library Program now provides the customers. Content includes the current Employees News Digest (FEND) featuring

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OverDrive Digital Media
OverDrive Digital Media. Downloadable ebooks, audiobooks, music and videos. Play on a variety of devices including smart phones, e-readers, computers, tablets and more. Includes the 2012 CSAF Reading List titles. Create your own account using your official USAF email as validation, click on "Get an Account". You should use their USAF library card as their account number.

Safari Books Online
Safari Books Online is the e-reference resource for technology and business professionals. Provided by DoD MWR Libraries.

OverDrive

Safari Books

Safari Books Online

6. Now click **Safari Books Online** under the EBooks and Downloadable Audiobooks box.

5. Next click **Library** from the site navigation.



The screenshot shows the AF Portal website. At the top, there is a navigation bar with links: HOME, PERSONAL SPACE, AIR FORCE, BASE'S ORGS FUNCTIONAL AREAS, etc., LIFE & CAREER, and LIBRARY. An orange arrow points to the LIBRARY link. Below the navigation bar, the LIBRARY section is displayed. On the left, there is a sidebar with a list of links: News Services, Databases and Online Resources, Policies & Procedures, Libraries, Publications, Knowledge Areas, Reference Center, and Contact Us. The main content area features a 'Featured Items' section with a large banner for 'FederalDAILY' (FEDERAL DAILY) with the tagline 'The AF Library Program now provides the customers. Content includes the current Employees News Digest (FEND) featuring'. Below this, there is a section titled 'EBooks and Downloadable Audiobooks' with a sub-header '(4) EBooks and Downloadable Audiobooks'. This section lists several services: MyiLibrary, OneClickdigital, OverDrive Digital Media, and Safari Books Online. Each service has a brief description of its offerings. An orange arrow points to the 'Safari Books Online' link.

AF PORTAL
Global Combat Support System GCSS-AF

HOME PERSONAL SPACE AIR FORCE BASE'S ORGS FUNCTIONAL AREAS, etc. LIFE & CAREER **LIBRARY**

LIBRARY

Library

News Services »
Databases and Online Resources »
Policies & Procedures
Libraries »
Publications »
Knowledge Areas
Reference Center »
Contact Us +

(1) Library Contact Us

Don't see what you need?
If you don't see what you need or have suggestions please tell us -- with your feedback please include the URL and where you think it should go. Thank you -- **Library Content Manager** . POCs
[Melinda Mosley@us.af.mil](mailto:Melinda.Mosley@us.af.mil), DSN 969-7182.
[Kristen Campbell@us.af.mil](mailto:Kristen.Campbell@us.af.mil), DSN 969-7180.
[Debbie Meyers@us.af.mil](mailto:Debbie.Meyers@us.af.mil), DSN 969-7179 and
[Marjorie Buchanan@us.af.mil](mailto:Marjorie.Buchanan@us.af.mil), DSN 969-7286.

Featured Items

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FederalDAILY

News and Resources for Federal and Postal Employees

FEDERAL DAILY
The AF Library Program now provides the customers. Content includes the current Employees News Digest (FEND) featuring

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(4) EBooks and Downloadable Audiobooks

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OneClickdigital Library code is AFLIB. eAudiobooks from Recorded Books are digital versions of audio books. Library patrons can search for, check out and download eAudiobooks to a computer and a wide range of portable devices. You can access your library's eContent 24 hours a days, seven days a week.

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OverDrive Digital Media. Downloadable ebooks, audiobooks, music and videos. Play on a variety of devices including smart phones, e-readers, computers, tablets and more. Includes the 2012 CSAF Reading List titles. Create your own account using your official USAF email as validation, click on "Get in App". If you are a USAF employee, you should use their USAF library card as their account number.

Safari Books Online
Safari Books Online is the e-reference resource for technology and business professionals. Provided by DoD MWR Libraries.

OverDrive

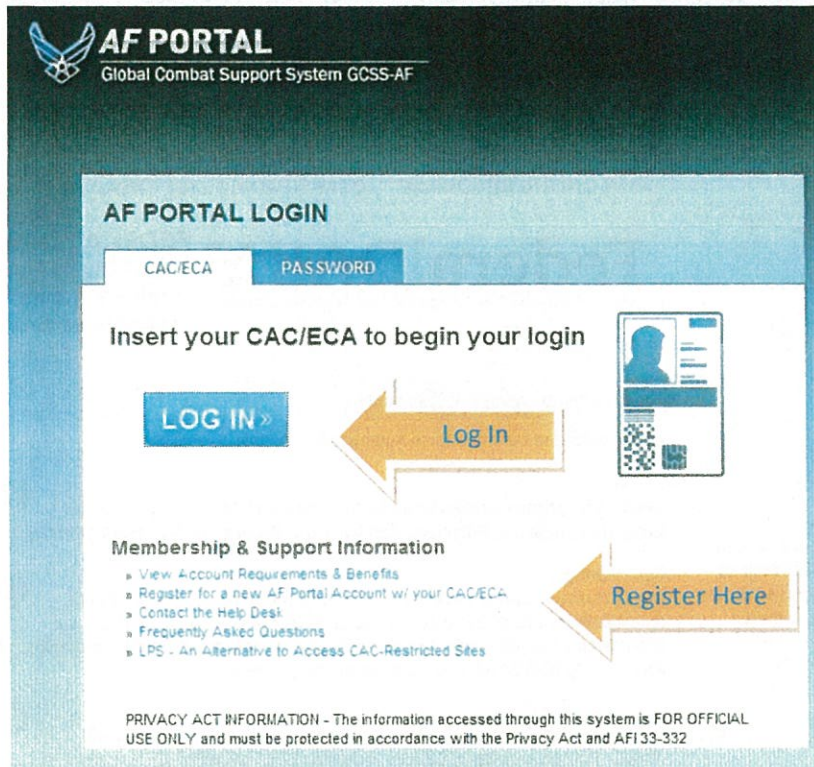
Safari Books

Safari Books Online

6. Now click **Safari Books Online** under the EBooks and Downloadable Audiobooks box.

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2. In your Internet Browser go to the Air Force Portal at: <https://www.my.af.mil>



3. If you have not registered on the AF Portal, you will need to do so at this time. To Register select **Register for a new AF Portal Account w/ your CAC/ECA** and follow the directions on the page.
4. After registering or if you have already registered log in by: Clicking **Log In**. Followed by selecting your certificate and entering your PIN.

7. Once the Safari page has loaded. Click **Register Now**.

Safari Books Online **DoD MWR LIBRARIES**

Entire Site ▾ Help ▾ Sign In

Welcome How It Works FAQs

Welcome to Safari Books Online

Welcome DoD! The DoD MWR Libraries have purchased Safari Books Online to provide you with online books and tutorials. Safari Books Online Library, which has over 25330 books and tutorials.

To get started:

- If you already have an account, click the SUBSCRIBER SIGN IN button to sign in.
- If you are a first-time user, click the REGISTER NOW button to create a new account.

Register Now

SUBSCRIBER SIGN IN ➡

Haven't registered yet?
REGISTER NOW ➡

Not a subscriber?
Learn More about Safari Books Online.

8. Enter your first, last name and work email address. Select continue.

Register for an Account

The DoD MWR Libraries have purchased Safari Books Online for your use. Please supply the information below and click the CONTINUE button. We will send you an email with instructions to start using Safari Books Online today.

If you are unable to register at this time or if you have questions about the registration process, please contact [Customer Support](#).

Please make sure that you only register **once** for the Safari Books Online service. If you think you may have registered in the past, please contact [Safari Customer Support](#). If you receive a message that all seats are full, or have trouble logging in, please contact [Mr. Maynard \(Butch\) Satsky](#).

*=Required

First Name*: John

Last Name*: Doe

Work Email*: john.doe@us.af.mil

CANCEL **CONTINUE**

9. You will receive an email in your Outlook from Safari. Please follow the directions in that email to complete registration.

User Name and Password for Safari Books Online

John,

Great news! Effective immediately, DoD MWR Libraries (Air Force) has granted you containing over 20,000+ technology, creative, and business books, videos, article publishers.

ABOUT SAFARI BOOKS ONLINE

With Safari Books Online, you have instant access to a constantly-growing collect Apress, Microsoft Press, InformIT, IBM Press, John Wiley & Sons, Cisco Press, Adc

In addition, our platform provides many tools to help you use and organize the re

- Create your own folders and lists to organize books and videos for rapid acces
- Highlight and bookmark content.
- Create notes and tags, and categorize by topic.
- Create summaries of your notes and print them for use.
- Share content with your team or friends - whether or not they are subscribers.

Safari Books online is also available on mobile devices, including iPhones, iPads you, wherever you go! Check out our mobile interface at m.safaribooksonline.com

9. You will receive an email in your Outlook from Safari. Please follow the directions in that email to complete registration.

ARNOLD, PATRICIA H CIV USAF AETC DLIELC/LEAAB

-----Original Message-----

From: DARR, PAUL J JR CIV USAF AETC DLIELC/LEAAB
Sent: Tuesday, September 08, 2015 8:57 AM
To: LAMBERT, ANTHONY W CIV USAF AETC DLIELC/LEAACE
Cc: ARNOLD, PATRICIA H CIV USAF AETC DLIELC/LEAAB
Subject: RE: One More Request

Tony,

When does the Drill Sergeant need the book by? The Base Library and the San Antonio Public Library (SAPL) have both collective works of Aesop's Fables and individual copies of the book. Alternatively Aesop's Fables is also available on Project Gutenberg (Gutenberg.org) for free. You have to check on an .edu system because Gutenberg is blocked on the DoD network for some reason. That would be the quickest way to get the book. Alternatively I can order the book via ILL but that sometimes takes a couple weeks.

I have also copy/pasted the story below for reference.

The Shepherd's Boy and the Wolf

A SHEPHERD-BOY, who watched a flock of sheep near a village, brought out the villagers three or four times by crying out, "Wolf! Wolf!" and when his neighbors came to help him, laughed at them for their pains. The Wolf, however, did truly come at last. The Shepherd-boy, now really alarmed, shouted in an agony of terror: "Pray, do come and help me; the Wolf is killing the sheep;" but no one paid any heed to his cries, nor rendered any assistance. The Wolf, having no cause of fear, at his leisure lacerated or destroyed the whole flock.

There is no believing a liar, even when he speaks the truth.

VR,

//SIGNED//

Paul Darr

Library Technician

Defense Language Institute English Language Center

Comm: 210-671-5089

ARNOLD, PATRICIA H CIV USAF AETC DLIELC/LEAAB

-----Original Message-----

From: OTTMERS, DANIEL C GS-11 USAF AETC DLIELC/LEAGI

Sent: Wednesday, November 04, 2015 8:36 AM

To: DARR, PAUL J JR CIV USAF AETC DLIELC/LEAAB

Cc: ARNOLD, PATRICIA H CIV USAF AETC DLIELC/LEAAB; LAWRENCE, FRANKLIN L GS-12 USAF AETC DLIELC/LEAA

Subject: RE: How English Works - Received Mr. Darr,

Thanks for the books you were able to obtain! You are incredibly efficient. Your efforts are greatly appreciated as the materials you have obtained for me have been very helpful in my work here at DLI.

Daniel C. Ottmers, Instructor

DLIELC/LEAIA

Seville Hall, Bldg. 7445, Room 251

Tel: 671-1208

-----Original Message-----

From: DARR, PAUL J JR CIV USAF AETC DLIELC/LEAAB

Sent: Wednesday, November 04, 2015 8:20 AM

To: OTTMERS, DANIEL C GS-11 USAF AETC DLIELC/LEAGI

Subject: How English Works - Recieved

Mr. Ottmers,

Another requested book is in.

VR,

//SIGNED//

Paul Darr

Library Technician

Defense Language Institute English Language Center

Comm: 210-671-5089